

C.A.R.E. Update



I.M.P.A.C.®
Government Services

DATE: Friday, November 16, 2001

C.A.R.E. OUTAGE

U.S. Bank will update the C.A.R.E. database to incorporate the new/revised functionality detailed below. These updates will require that access to C.A.R.E. will be restricted on Sunday, November 18, 2001 from 8:00 a.m. to 5 p.m. Central Time. We apologize for any inconvenience this may cause.

NEW AND REVISED FUNCTIONALITY DELIVERD WITH THIS WEEKEND'S RELEASE

1. FUNCTIONAL ENTITLEMENT UPDATE

New enhancements will allow the separate users (A/OPCs and financial managers) to input and update selected data fields on the Financial tab in the Account Set-Up and Account Maintenance functions of C.A.R.E.. Initially, Hurlburt and Randolph Air Force Bases will begin to pilot Functional Entitlement for the Air Force. Functional Entitlement allows one or more users to perform the account set-up and maintenance function. The set-up of operational filters controls use of this functionality, and unless the necessary filters are installed, the regular business process will not change. This functionality will only be offered to those who currently have set-up and maintenance capabilities. More information will be released once the pilot test is completed. In the meantime, other users will maintain their current functionality.

2. ACCEPTANCE STATUS CODE CORRECTION

The error that caused Air Force accounts that cycled on July 25, 2001 to not have the acceptance status code populated will be corrected. The fix will enable the Air Force Managing Account Summary screen in TMM to display all managing accounts. Thus, when "certify all" is selected, all accounts will be updated with the "certified" status and the "submit" button will be enabled.

3. LOST/STOLEN ACCOUNT NUMBERS UPDATE

New C.A.R.E. functionality will allow the automatic upload of reissued Lost/Stolen account numbers from TSYS to the central database. This will reduce, if not eliminate, imbalances in reporting and the TMM. This corrects the problem that caused the re-presentment, in early October, of a number of “lost” transactions for those accounts that were affected.

4. TMM REPORTING

This enhancement provides all users with additional data about invoice certifications. Air Force and Army users have two, slightly different reports, as outlined below.

Air Force – The Managing Account Certified Summary (MACS) will have three new columns entitled “Company Number”, “Date Certified/Rejected” and “Certified/Rejected By” which will increase the number of report columns from 8 to 11. Whereas the Company Number column is always populated with a five-digit number, the Date Certified/Rejected and Certified/Rejected By columns contain data only when managing accounts have been certified or rejected by the FSO.

Army – The Managing Account Summary (MAS) will have two new columns entitled “date certified” and “certified by” for each managing account. For open and unapproved cycles, the “date certified” and “certified by” fields remain blank.

5. PLASTIC ORDER, ACCOUNT SET-UP AND MAINTANCE VALIDATION

Currently, C.A.R.E. users that input invalid characters in the plastic order or account set-up and maintenance fields will receive an error message that can not be overridden. The original request will remain incomplete until the invalid characters are removed. New functionality in C.A.R.E. will allow the following characters to be accepted when entering information for plastic orders or account set-up and maintenance.

- periods
- , commas
- hyphens
- / slashes
- ‘ apostrophes
- & ampersands

In addition, if any invalid characters are entered, C.A.R.E. will generate an error message upon the customer submitting the information that states “Your request could not be processed as submitted. Invalid characters were entered.”

6. WEB-BASED TRAINING PASSWORD CHANGE REMINDER

The password for C.A.R.E. Web-based training changed recently from “XXXX” to “XXXX”. The Web-based training ID is not effected by this change and remains “XXXX” for access to the C.A.R.E. Web-based training site at <https://wbt.care.usbank.com>

Need Help?

As usual, if your cardholders or billing officials need assistance, they should call the regular customer service number at 888-994-6722.

Feedback?

If you have comments or suggestions about C.A.R.E. that could be answered in a future issue of C.A.R.E. Update, please e-mail us at care.government@usbank.com.